

When to Use

Site availability: Dynamic and Hybrid.

The Problem Report page, when used in conjunction with the Help Desk page, provides the functionality for problem reporting and resolutions. These pages are pre-formatted with fields to submit problem reports and to provide solutions.

Even though you can create a Problem Report page directly as a child page of the Help Desk, it is recommended that you always use the Help Desk form to submit problem reports. If you do not, your problem report will not have a useful date and there will be no Reporter name recorded with it.


Before Creating the Pages

- ▶ Read the Help Desk page type quick reference.
- ▶ Make sure you have created a Help Desk page and setup problem categories.

Problem Report Page Sections & Fields

<i>Page Section</i>	<i>Field Name/Item</i>	<i>Description of usage</i>
General Properties	Teaser	The Teaser box contains the text that users entered in the Problem Description field of the Help Desk page. The Teaser text is displayed in the search results when users search for problems/solutions.
Problem Report Properties	Reporter Email	This is the email address of the person who submitted the report.
	Report Date/Time:	The date and time are automatically entered when the report is initially created.
	Original Category	This is the category that was assigned to the problem when it was first submitted. If you move the problem report to a new category, this field is not updated.
Problem	n/a	This field contains the text that users entered in the Problem Description field of the Help Desk page. It is the same as the Teaser text.
Solution	n/a	The text you type here is displayed in the solutions area of the published problem report. The solution can include all relevant text, graphics and links for resolving the issue.

The following image displays a published Problem/Solution

Administrative options are not resetting to the defaults  Published
pending export: unscheduled

> [Home Page](#) > [Docstop Help Desk](#) > [Application problems](#) > Administrative options are not resetting to the defaults

Problem:

I have tried 3 times to reset the administrator defaults and the system does not seem to respond. I keep getting the old settings back and I cannot seem to get rid of them.

Solution:

In order to reset these settings you must log onto the system with the unique administrator password. This password is only held by one or two people in your organization. Speak to your system administrator and ask them to reset these for you.

Problem Report Solutions

As problem reports are submitted they are listed in the Problem Report List section of the Help Desk page in Edit mode. The content providers responsible for problem reports must edit the Help Desk page, provide solutions to the reports, and submit them for publication.

To provide a solution:

1. Edit the **Help Desk** page (your problem reporting page).
2. In the **Problem Report List** section on the Content tab, use the **Filter By** field to assist in locating the report you wish to edit.
3. From the list of problem reports displayed, click on the **Problem Report Title** to edit the page.
4. Add information to the **Solution** text area.
5. Click **Save** and submit for publication.

View the published problem/solution report by navigating to the appropriate Problem Category, or make the Help Desk searchable by creating a Search page or pagelet.

Problem Report Page Tips!

- ▶ Make sure that the Teaser text provides a concise problem description that will allow users to identify an issue when they are reading search results. If a user has not entered clear information, be sure to update it before publishing the solution.
- ▶ You can move Problem Report pages from one category to another using the standard procedure for moving child pages within the ACM.
- ▶ If you cannot locate a Problem Report in the list of problems on the Help Desk page in edit mode, be sure to select **All** from the **Filter By** drop-down box on the Help Desk page.